

DCS750
URGENT - DISTRIBUTE IMMEDIATELY

DATE: JUNE 11, 2001

SUBJECT: PRODUCT CAMPAIGN OWNER REMOTIFICATION

TO: ALL BUICK, CADILLAC, CHEVROLET, GMC, OLDSMOBILE, AND
PONTIAC DEALERS

ATTN: SERVICE MANAGERS, PARTS MANAGERS, AND
WARRANTY ADMINISTRATORS

Campaign Information Processing System (CIPS) will be sending out an additional owner notification on the following campaigns:

00001 - NON COMPLIANCE CAMPAIGN
CRUISE CONTROL CABLE CONTACTS BRAKE MASTER CYLINDER 00V-021
2000 CADILLAC DEVILLE LIMOUSINE, STRETCH AND ARMOR

Original Release Date - March 16, 2000
Scheduled Starting Remail Date - June 11, 2001

00008 - PRODUCT SAFETY CAMPAIGN
INCORRECT PITMAN ARM/DRAK LINK TAPERED HOLE 00V-054
2000 CHEVROLET AND GMC C3500HD CHASSIS CAB

Original Release Date - March 21, 2000
Scheduled Starting Remail Date - June 11, 2001

00022 - PRODUCT SAFETY CAMPAIGN
RIGHT FRONT BRAKE HOSE MAY CONTACT WHEEL 00V-056
2000 CADILLAC DEVILLE LIMOUSINE & HEARSE

Original Release Date - March 15, 2000
Scheduled Starting Remail Date - June 11, 2001

00035 - PRODUCT SAFETY CAMPAIGN
ANTILOCK BRAKE SYSTEM INTERNAL BRAKE FLUID LEAK 00V-114
2000 DEVILLE/SEVILLE, LESABRE/PARK AVENUE, BONNEVILLE,
INTRIGUE, AND 2001 AURORA (NACG #20010)

MAY 31 2001

The owner letter recall dates are scheduled as follows:

June 11, 2001

00V-021	00001	Cruise Control Cable Contacts Brake Master Cylinder
00V-054	00008	Pitman Arm/Drag Link Tapered Hole
00V-068	00022	Right Front Brake Hose
00V-114	00035	Boach ABS Hydraulic Modulator
00V-116	00041	Left Rear Trailing Arm Bolt

June 13, 2001

00V-348	99091	Windshield Wiper Inoperative
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June 15, 2001

00V-140	00036	Console Cover Operation
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PONTIAC • GMC

Division of General Motors Corporation

G00006-S

Dear GMC Customer:

General Motors is very interested in your safety and continued satisfaction with your vehicle. Our records show that although your 2000 GMC C3500HD chassis cab model vehicle is subject to an important safety recall, the necessary repairs have not been made. Therefore, we are sending an additional notification of this important safety recall campaign. Please follow the instructions below to address this important matter.

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Reason For This Recall: General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2000 GMC C3500HD chassis cabs. Some of these vehicles exhibit a condition where the tapered hole in the drag link end that attaches to the pitman-arm tapered ball-stud may be machined too deep causing the hole to be oversized. A drag link with an oversized hole may not "seat" the pitman arm tapered ball stud when assembled. This could cause higher than normal friction between components during operation, and over time, result in joint separation or a broken ball stud. If the joint separated or the ball stud broke while the vehicle was moving, steering control would be lost and a vehicle crash could occur without prior warning.

What Will Be Done: Your GMC dealer will inspect the steering linkage assembly, and if necessary, replace the drag link and the pitman arm. This service will be performed for you at no charge.

How Long Will The Repair Take? The length of time required to perform this inspection is approximately 15 minutes, and another 30 minutes if the service correction is required. Additional time may be required to schedule and process your vehicle. If your dealer has a large number of vehicles awaiting service, this additional time may be significant. Please ask your dealer if you wish to know how much additional time will be needed to schedule, process and repair your vehicle.

Contacting Your Dealer: Please contact your GMC dealer as soon as possible to arrange a service date. Parts are available and instructions for making this correction have been sent to your dealer. Your GMC dealer is best equipped to obtain parts and provide services to correct your vehicle as promptly as possible. Should your dealer be unable to schedule a service date within a reasonable time, you should contact the GMC Customer Assistance Center at 1-800-462-8782. The deaf, hearing impaired, or speech impaired should call 1-800-462-8583 (utilizes Telecommunication Devices for the Deaf/Text Telephones, TDD/TTY).

If, after contacting the GMC Customer Assistance Center, you are still not satisfied that we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call 1-888-327-4236.

Customer Reply Card: The attached customer reply card identifies your vehicle. Presentation of this card to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the attached and mailing it in the postage paid envelope.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

Pontiac-GMC Division
General Motors Corporation

Enclosure